Copystar Focus

January 2003 Volume 10 Number 1

Welcome to the January 2003 Edition of the Copystar Focus. We are committed to providing you with information to address all your Customer's needs and concerns.

With in the last 6 Months, Copystar has launched a number of Key products and Utilities that work exclusively with our products. Among these products are the Ri 4030, Ri 6330, and the KM-C3130/2030 Full Color Copier/Printer. Kyocera Mita Document Flow and Network Fax are examples of the new Utilities that are available on Dealernet.

The Diagnostic Center expansion is complete. This expansion will help provide a high level of Support and Connectivity for future products. This Edition contains photos of the New Diagnostic Center. The Solutions Group will continue to provide unique Solutions that have been selected for publishing in "The Solutions Queue" section of the On-line.

This Edition contains information on FormMaker Pro Version 3.0.

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New Kyocera Mita Diagnostic Center Expansion

We are pleased to announce that the expansion of the Diagnostic Center has been finished.
We have doubled the size of the Center to 2000Sq. Ft. This allows each of our Product Support Representatives to have access to all of our current Products, Computer and Network Hardware and all software to provide the Solution you need to satisfy your Customer. We are proud to offer these Services to Copystar as well.

The Solutions Queue

From the Software Solutions Group

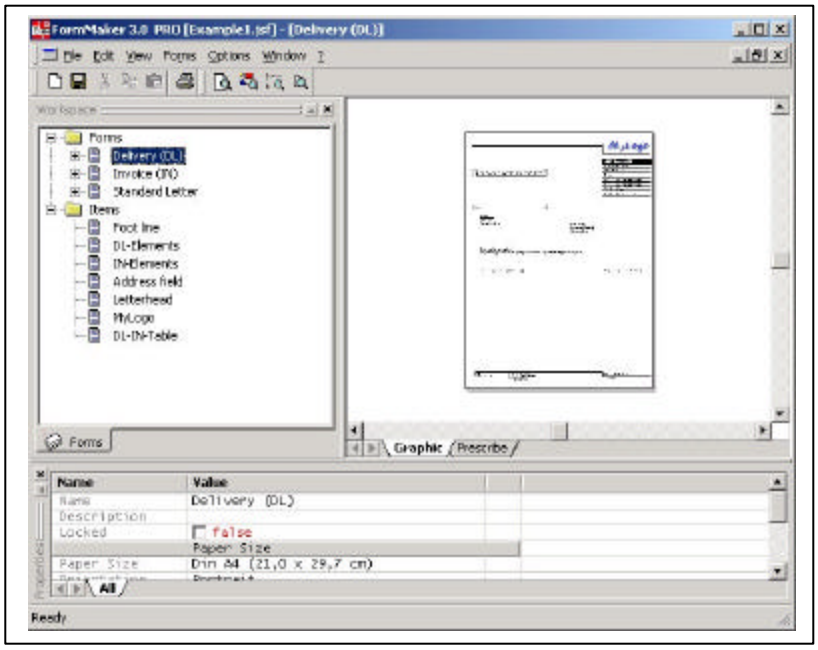
FormMaker Pro Ver. 3.0, Did you Hear the News

One of Kyocera Mita's Partners in Forms Creation and Forms Management is CCP Systems AG. Their user-friendly interface has made FormMaker Pro 3.0 Kyocera Mita's choice for Forms Creation and Forms Management.

FormMaker Pro is a Windows based application that provides a GUI interface (Graphical User Interface) and a WYSIWYG (What You See Is What You Get) way of creating and editing forms without the need of knowing our native text based printer language "PRESCRIBE". FormMaker Pro will convert your Mouse Clicks, Drawing Tool Selections and coordinates into Prescribe for you. The FormMaker Pro Tool will eliminate the need for costly pre-printed forms and cut down on network traffic since the forms are resident on the printer via a Compact Flash Card or the Printer's Hard Drive.

Since the first introduction to FormMaker Pro at our annual Kick Off meeting, FormMaker Pro has had a face-lift. Unlike most face-lifts, this change is for the better. Don't worry; all the easy to use drawing tools are still available. And yes, it is even easier to send completed forms to a Kyocera Mita Printer. The new look of forms management and the addition of Wizards have made the already easy to use Software, even easier.

When you open version 3.0, you will immediately see the changes. One of the new features of FormMaker Pro is the addition of the Workspace or the form management area, as I like to call it. The new version opens to the Workspace instead of a blank form as in prior releases of the Software. This new starting point in the software is a command center that will allow you to manage all your forms. The command center allows you to manage the form's elements as well as the properties of your Form Sets. The term and concept of Form Sets may be new to you; however, the following description on the next page will clear up all confusion you may have.



The Solutions Queue

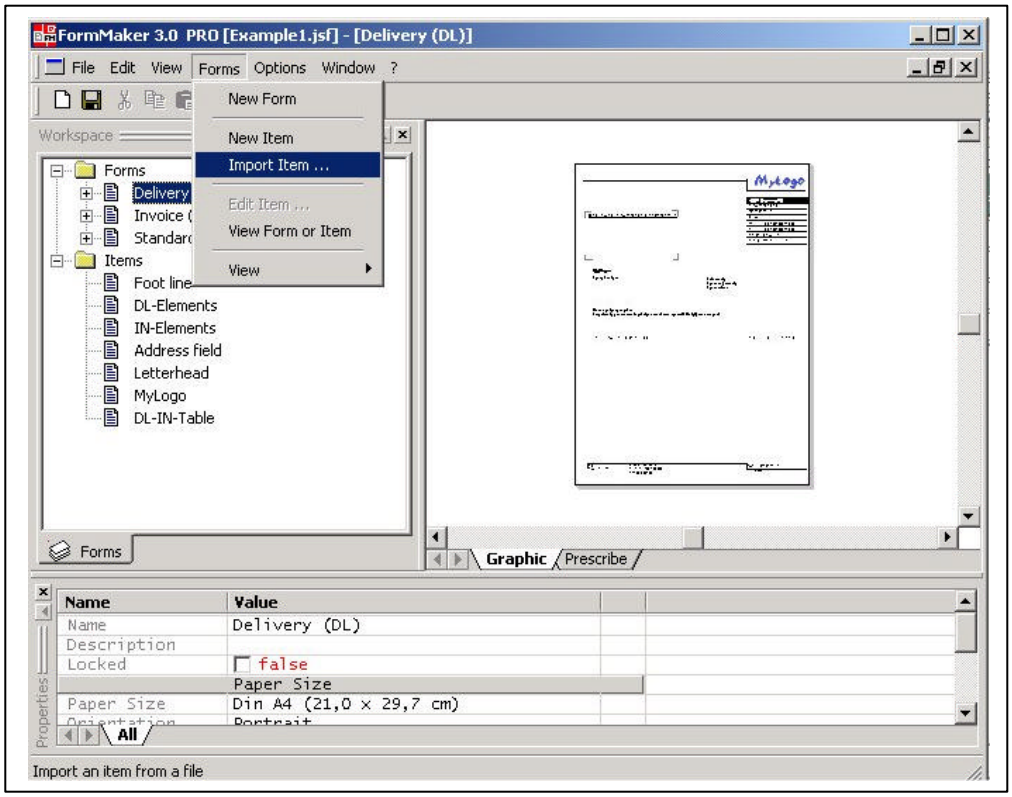
From the Software Solutions Group

Form Sets: Groups of Forms (Bill of Lading, Invoice, LetterHead and Pick Ticket) and Items (Logo, URL, Address Block and Phone / Fax Numbers) saved together in one project or Form Set, all utilizing the same items.

Generally all these elements fall into the same place on all the listed forms. Taking full advantage of this concept allows you to make global or universal changes to one element instead of a single change to multiple forms. For example, we know area code changes are pretty common in today's telephone market. Instead of updating 4 or more forms, you could simply update the phone number item once.

The new face of FormMaker Pro may bring up the question, "How do I open and edit an existing form I created in FormMaker 2.2?

The new FormMaker Pro design will allow existing forms to be edited and updated. An "Import Item" (See Graphic Below) from the Forms menu selection will import your existing FormMaker Pro macro in as an item. When the import is finished, you can edit the old macro, which is now called an item, and save it under a new name if you like. Now you can take advantage of the new wizards that make it simple to configure your Kyocera Mita printer with a Macro.



The Solutions Queue

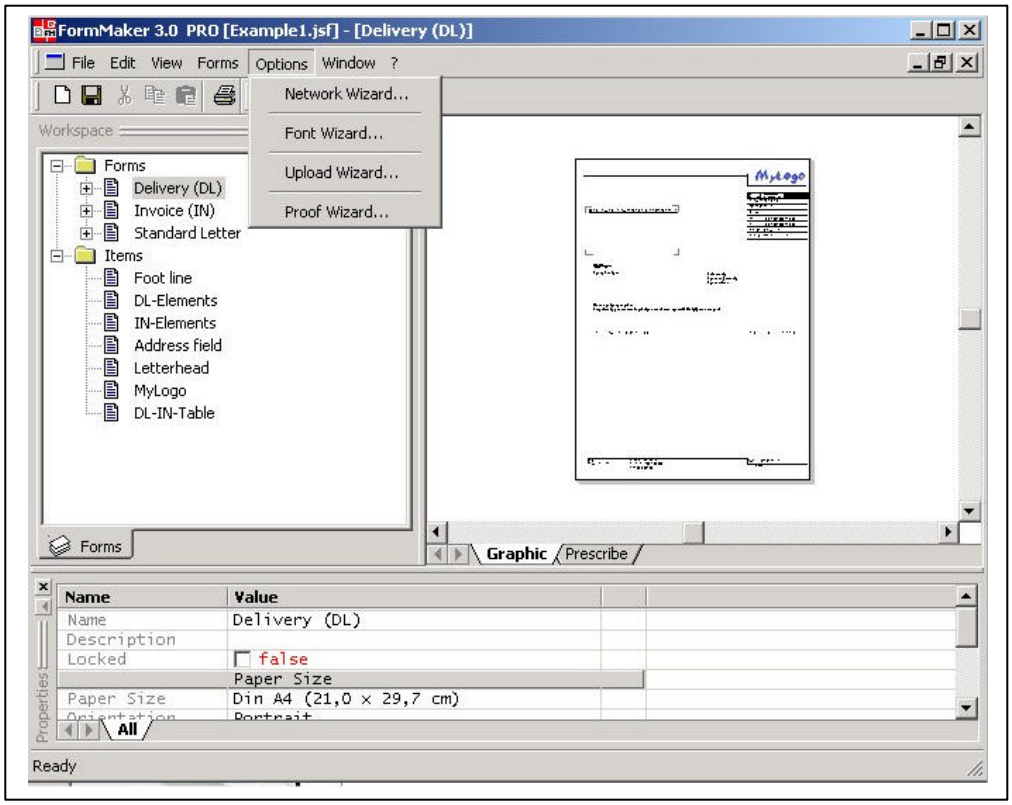
From the Software Solutions Group

Another new feature to FormMaker Pro is the addition of 4 new Wizards. The Wizards can all be accessed from within the new management area.

From within the management area you are given a menu selection called "Options"; under this menu selection you will find the 4 new wizards. Below is a brief description of the wizards (See Graphic Below).

- Network Wizard - Allows you create printer groups on the network. I created a color printer group and monochrome group, which will come in handy later when you are uploading forms to your device.
- Font Wizard - Will determine which fonts are not available on the printer and uploads the required font.
- Upload Wizard - Will upload the completed forms or macros to a printer or to a group of printers specified in the Network Wizard. Nice! Up-loading to a group of devices and not just one device at a time!
- Proof Wizard - Quite a helpful tool to help you, the form creator, to see the finished output.

These new wizard selections present you with a more user friendly and effective way of tackling tasks that were not available in prior versions.



The Solutions Queue

From the Software Solutions Group

If you have been through the Forms Creation / Prescribe Training at the National Training Center, you are well on your way to being one of our many Dealers capitalizing on the booming Forms Creation Business. If you have not attended the training for "Forms Creation / Prescribe Training", please contact your local Region Office for information or you can enroll from Dealer Net.

To purchase FormMaker Pro 3.0 in the United States please contact:

Dana Hooper
CCP
1070 Franquette Ave.
San Jose, CA 95125
Tel: 1+(650) 533 6556
Fax: 1+(408) 264 3695
E-Mail: d.hooper@ccp.de

Nob

John

Tim

FormMaker Pro Support

First Level support for FormMaker Pro 3.0 will be provided to any authorized Copystar Dealer, Reseller or Distributor, by contacting our Helpdesk Support Group at 1-800-438-6482. Questions and/or concerns presented to the Helpdesk Support Group that require a higher level of support, will be escalated to one of the Software Solution Group members pictured above. Additionally, solution concerns may also be presented directly to the Software Solutions Group via-email at software_solution@kyoceramita.com.

You may also present questions and/or concerns directly to CCP through Mr. Dana Hooper via e-mail at d.hooper@ccp.de. Dana is based out of San Jose, California and when required, he will work directly with CCP's support group in Germany to answer all inquiries.

Helpful Hints

From The Kyocera Mita Diagnostic Center

Explaining Pagination Differences between different Manufacturer's Print Drivers

Pagination differences are not uncommon in the printing world. Documents will be formatted differently when sent to printers made by different manufacturers. There are many reasons for this phenomenon.

Due to physical differences between printers, as well as copyright laws, different manufacturers can use different programs for their Drivers. It is the Driver that does the majority of the formatting of the image that is placed on the page. Different Drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.

There are also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.

This scenario will occur across the board for printer manufacturers. A Lexmark™ is different from an Epson™, which is different than HP™, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript™. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using a Kyocera Mita driver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Kyocera Mita FS-3750 may be different than the FS-3800; Lexmark Optra K1220 is different than the Optra T614).

The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However; while the end result of driving two different cars is essentially the same, there may be certain differences with regards to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.

It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the Kyocera Mita Diagnostic Center Hotline at 1-800-438-6482.

Helpful Hints

From The Kyocera Mita Diagnostic Center

PRINT/SCAN SYSTEM LIST

RC Series

Model	Optional Network Card(s)	Print System	*Scan System*	*Fax System*
RC-1500d/1500df/1800df	NB-2	C	-	1515F/1810F built in
RC-2000d	NB-2	E	-	-
RC-2310/3010(L)	NC-4A, NC-4B	H	-	A
RC-3000d	NB-1	A	-	-
RC-4000d/5000d	Printer Interface Board	G	-	-

CS/Ri Series

Model	Optional Network Card(s)	Print System	*Scan System*	*Fax System*
CS-1510/1810	IB-20, IB-21, IB-21E, IB-22	M	-	-
CS-1530/2030	IB-20, IB-21, IB-21E, IB-22	K	A	B
Ri 2530/3530	IB-20, IB-21, IB-21E, IB-22	Print/Scan System N*		C or F with machine firmware level 2D
Ri 4030	IB-20, IB-21, IB-21E, IB-22	Print/Scan System N*		F
Ri 4230/5230	**PSJ:** NC-6 / IB-20 **PSG:** Printer Interface Board	J/G	-	-

Helpful Hints

From The Kyocera Mita Diagnostic Center

Ri Series

Model	Optional Network Card(s)	Print System	*Scan System*	*Fax System*
Ri 4530/5530	IB-20, IB-21, IB-21E, IB-22	Print System Q*	D	-
Ri 6230	IB-20	Print/Scan System L**		-
Ri 6330	IB-20, IB-21, IB-21E, IB-22	R*	D	-

Color

Model	Optional Network Card(s)	Print System	Scan System	Fax System
KM-C1530	Fiery X3e			-
KM-C830(DN)	IB-20, IB-21, IB-21E, IB-22	Print System P***	C	E
Ci-7500	Fiery XJ Series, ZX-2100/3300			-
Ci-7600	Fiery ZX, Z4, X2e, X2, X4			-

Wide Format

Model	Optional Network Card(s)	Print System	Scan System	Fax System
Xi-3648	-	Xi-Repro		-
KM-4850W	CAD Master Controller			-
KM-P4845W/ P4850W	CAD Master Controller		KM-S4850W	-

Includes the IB-21E network card build into the print system board.
****Includes IB-20 network card.***
*****Includes the IB-21E network card.***

All Scan Systems
Scanning in a Novell Environment

This document will explain how to setup scanning from Copystar products to Novell shared folders. To implement this solution, you must use the Scanner File Utility Version 3.4 or above. This version supports scanning to mapped network drives.

Scanning to Novell Server

In this scenario the customer wants to run the utility in a central location for security reasons or does not run the TCP/IP protocol on their network. You will need one PC running Windows 2000 Professional, the Novell Client, and the Scanner File Utility Version 3.4 or above.

On the Novell server have the Administrator create folders for each user that will be scanning, or the shared department folders they need. Discuss how scanning will be used with the customer to determine their needs. The Administrator will also need to create a Scanner Admin account that has rights to these folders. The users login scripts can be changed to map them to the folders they will need to access.

On the Windows 2000 Professional machine, install the TCP/IP protocol, the Novell Client, and the Scanner File Utility Version 3.4 or above. If the customer is using IPX/SPX instead of TCP/IP on their network to connect to their Novell Server, install that protocol as well. Make sure to set the properties of the TCP/IP protocol to enable communication with the Scanner Card in the machine. The Scanner Card can only communicate using TCP/IP. The login used on this machine should be the Scanner Admin account. The login script should be setup to map drive letters to the location on the Novell Server where the User/Department folders are located. Do not map to the individual folders, map to the volume that holds the folders. This will allow you to access more than 23 folders.

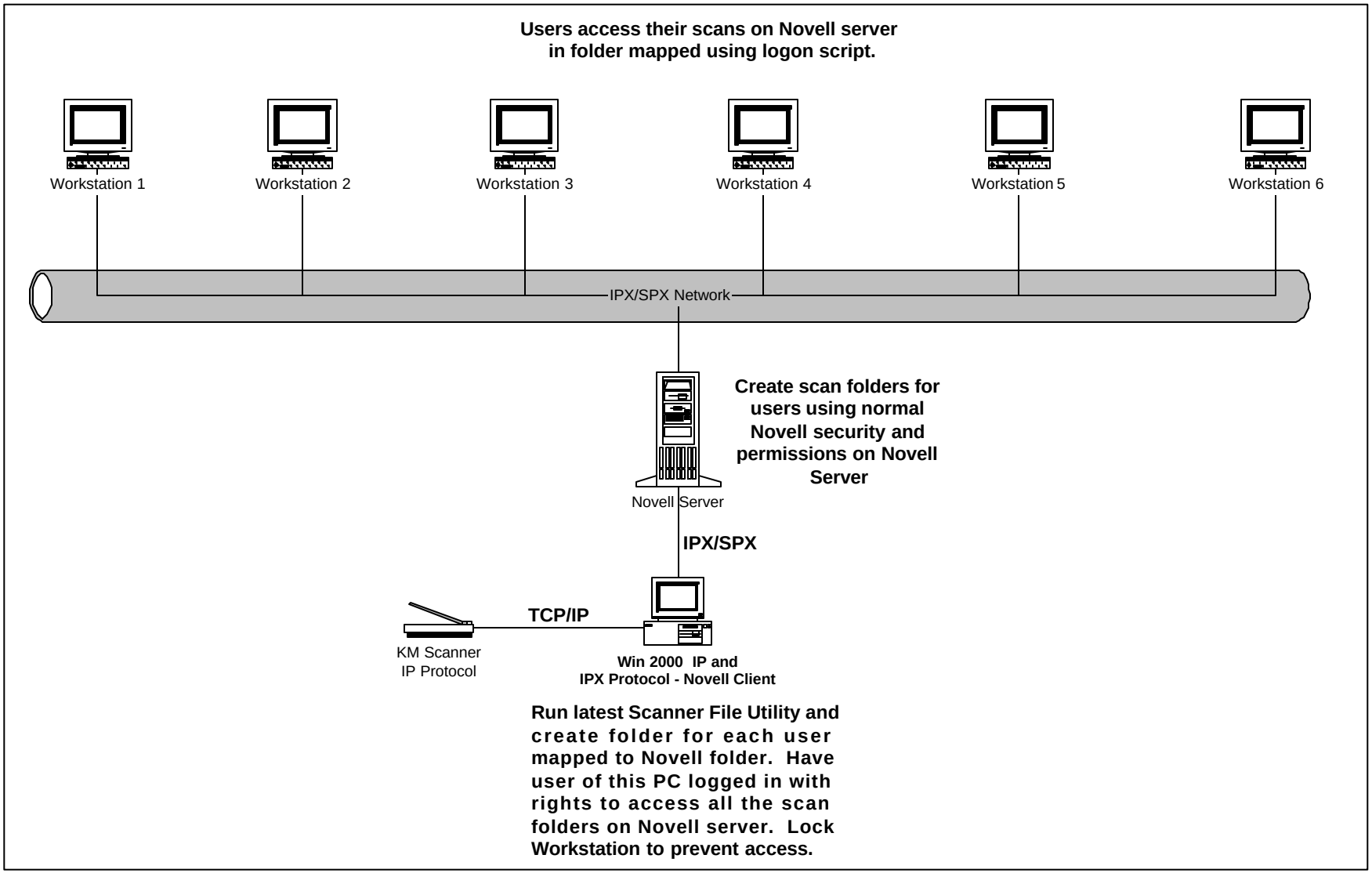
Setup the Scanner File Utility on the Windows 2000 Professional PC using a different save number for each user or department folder. The new Scanner File Utility will allow you to access the mapped Novell drive and folders. You can also specify a password for the folder in the utility. This will prevent unauthorized scanning to folders. You can now setup the Scanner Card and enter the save locations you created.

To keep the PC logged into the Novell Server and to keep the Scanner File Utility running, the Scanner Admin must stay logged in to this PC. To provide security you can lock the workstation under Windows 2000. This provides the same level of security as the initial Windows and Novell login. Only someone with the Scanner Admin or overall system Admin password will be able to unlock and gain access to the PC. To access this option press Ctrl + Alt + Delete. Select Lock Computer from the Windows Security dialog.

This solution will work if the customer is, or is not, running TCP/IP on their network. You only need TCP/IP on the Windows 2000 Professional machine used to distribute the scanned documents.

Please contact the Kyocera Mita Diagnostic Center at 1-800-438-6482 if you have any questions.

Diagram of basic Network Layout.


Users access their scans on Novell server
in folder mapped using logon script.
Workstation 1
Workstation 2
Workstation 3
Workstation 4
Workstation 5
Workstation 6
IPX/SPX Network
Create scan folders for users using normal Novell security and permissions on Novell Server
Novell Server
IPX/SPX
TCP/IP
KM Scanner
IP Protocol
Win 2000 IP and
IPX Protocol - Novell Client
Run latest Scanner File Utility and create folder for each user mapped to Novell folder. Have user of this PC logged in with rights to access all the scan folders on Novell server. Lock Workstation to prevent access.

Wireless Networking Tricks By Buffalo Technology

Initial Setup – All Windows Versions Except XP

1. When installing the Buffalo PCMCIA card into a laptop in any Operating System EXCEPT XP, insert the CD before you do anything else. The Autorun feature will pull up a Menu, from which you should install Client Manager. When prompted, do not put it in the Startup Group. After Client Manager is installed, insert the Card with the CD still in the Drive. Windows will detect new hardware and find the drivers on the CD. You're finished with the Card Installation! Use this same technique with the USB client.
2. Once the card is installed, and assuming you have connected and powered up the access point, look at your PCMCIA card. There are two lights, Power and Activity. They should flash once every 15 seconds or so. This tells you the drivers are good and the Card is ready for use. Run Client Manager, then click on File, Manual, and Scan. A list of access points should be displayed. Select the one you want (if there are more than one) and click OK until a screen displays asking for a WEP key. If you have one set on the access point, type it in here. If you do not yet have one set up, leave all fields blank and click "OK" again. After it thinks things over, the AP name should be displayed and an antenna icon will be shown to the left of it. The Power light on the Card should now be ON and solid.
3. If you are using the PCI adapter in a Desktop, install it first WITHOUT the PCMCIA card inserted. The New Hardware Wizard will show the card as a Ricoh PCMCIA bridge. You MUST force it to pick up the Drivers off the CD, which will be identified as a Melco PCMCIA bridge. If the Ricoh drivers get installed, Windows will not show any problems – no yellow ! marks, etc. – but the PCMCIA card will not work. If you have a customer with a non-functioning card and they are using the PCI adapter, check this first! Under Windows 2000, if the Ricoh drivers are loaded it might be difficult to get the correct Drivers in place. Try an "Update driver," and if that fails, then note carefully the path and filename of the driver W2K says it found. Exit the Update Driver Function and manually delete the file it was using. Now try installing the Driver from the CD again.
4. If all else fails, check to see if they have Firewall software running. You can do everything right and still not get on if there is one of these running! Uninstall the firewall software and get your connection working, then reinstall it. It should auto-configure itself to allow the wireless connection.
5. If you use the PCI adapter and your system hangs up during the boot process, you have a resource conflict. This happens most often with Win 95/98. To test for this, remove the PCMCIA card from the PCI adapter and try to boot again. If it works this way, then shut down and moves the PCI adapter to another slot, insert the PCMCIA card, and fire the system back up. If you cannot find a slot that allows the system to boot with the PCMCIA card installed, we suggest using the USB or Ethernet Converter (if there is an existing Ethernet adapter) instead.

Wireless Networking Tricks
By Buffalo Technology

Initial Setup Under XP

1. **IMPORTANT!!** If you are upgrading to XP or installing a Service Pack, REMOVE THE WIRELESS LAN CARD FIRST. This includes the PCI adapter. Once the update is finished, reinstall them one at time – the PCI card alone first, and then insert the PCMCIA card. This is a Microsoft issue.
2. Forget everything listed in #1 and #2 in the first section. It does not apply to XP! You do NOT install Client Manager at all, and XP has native drivers for the PCMCIA card. You can do an "Update Driver" function to the ones on the CD or some you downloaded off the web, but this is not necessary. Just slip in the card and you're good to go. You should be prompted to view a list of Available Wireless Networks after a minute or two. Simply select the one you want and enter the WEP (network) key if there is one.
3. On the PCI adapter under XP…forget the stuff about Ricoh drivers being a problem. XP has a built-in Ricoh chipset driver which works fine. Let XP load what it wants for this card and you'll be in good shape.
4. There is an updated USB driver available on the website. You will need this driver for the USB client to work properly with USB 1.x chipsets. USB 2.0 works fine with the older driver. If you have someone who says their USB client drops the connection after a few seconds, they have the old driver. You can get the new one off the website and update the driver. They should be fine after that.

Access Points

1. When setting up an access point-access point bridge, be sure you use the LAN MAC address. 99% of the problem calls we get on this function are due to the user entering the wireless MAC address instead of the LAN address. The LAN MAC one should begin with 00:02. Be sure they entered it in the format of 00:02:xx:xx:xx:xx, where the xx's represent the rest of the MAC address. Note, it can take 30 seconds or so before the access points start talking to each other.
2. If you're having problems getting on the Internet using a router model AirStation, go into the browser-based configuration screens and look at the Diagnostic screen. The configuration screens can be accessed directly by typing in this address: 192.168.0.1. In the Diag screen, look at the IP Address of WAN Setting a bit more than halfway down the screen. If it says "Failed auto-assignment," then click the Release button at the bottom of the screen, then the Return link, and then the Renewal button. After you hit the Return link again, it should tell you it is trying to renew the IP. Wait about 30 seconds, then hit the Update to Current Information button. If you show an IP address, you should be able to get out now.
3. If you're having problems getting on the Internet using a router model AirStation, go into the browser-based configuration screens and look at the Diagnostic screen. If the IP Address of WAN Setting shows an IP address, then your access point is actually talking to the outside world. Double check the settings in your browser and make sure it is set to "Connect via LAN." Disable the proxy server if it is not already, and uncheck "Autodetect proxy settings" as well. Of course, if they use a proxy server, enter the appropriate information.

Wireless Networking Tricks
By Buffalo Technology

4. If you're not quite sure if anything is working right, but you can get into the configuration screens, the Packet Transfer section of the Diags section can be a big help. It will show the Wired LAN, Wireless LAN, and Wired WAN traffic. A zero sent or received in the area of interest will pinpoint the problem for you.
5. DNS servers are a problem in some versions of the firmware on our WLAR-L11G-L AirStation. If you enter them in the top or DHCP screens of the Advanced settings, they will not take. Make sure you go to the DNS Relay screen of the Advanced settings and set it up there.

General Notes

1. Security – We STRONGLY recommend restricting connections to your access points by both MAC address and by use of a WEP key. The MAC address of your client cards, whether USB or PCMCIA, are on a sticker on the hardware itself. Note that the Ethernet Converter transmits the MAC address of the Ethernet card it is plugged into, NOT its own! Use IPCONFIG (in NT, W2K, or XP) or WINIPCFG (in Win 98/Me) to get the correct MAC address to enter. Use a 128-bit WEP key as well. While the key can be broken and your data decrypted even when using the 128-bit key, it takes much longer and is not worth the time for most hackers to bother with. They'll most likely go after corporate, not private, targets. It NEVER hurts to be as safe as possible. 128-bit ASCII WEP keys are 13 characters long and can be numbers or letters. We recommend using a mix of numbers and letters rather than all of one or the other. 128-bit HEX keys are 26 characters long and are restricted to valid hexadecimal characters.
2. When you set the MAC address restriction on the AirStation from a wireless system, as soon as you click the SET button, you put it in force. Your connection will be terminated if you did not register your MAC address BEFORE you activated the restriction. Be sure to set up at least the MAC address of the card you are using before clicking the SET button! If you lock yourself out, you can still get in on a wired system. If one is not available, you'll have to use the INIT button to reset to factory defaults and start over from scratch on the AirStation configuration. Remember the Ethernet Converter uses the MAC address of the network card it is plugged into, so be sure to enter the right one if using this device.
3. It is the same with WEP keys – When you set one up from a wireless system, you will lose your connection when you activate it. This is expected and no problem. Simply open Client Manager, click on File, Manual, and OK (the ESS ID of the AirStation in question should already be entered). When asked for the WEP key, make the appropriate choices and enter the key. Your connection should be restored and you can continue the configuration process. If you made an error in the WEP key on the AirStation itself, you can get into the configuration via a wired system, or you will have to use the INIT button to reset the AirStation to factory defaults and start over.

Ri 2530/3530/FS-9100/9500
Preventing Damage to the Gears

The " Feed Gear Z21-36 " is double-structured. There are no support ribs to the inside section of the smaller diameter area. Damage to the Gear may cause a paper jam to occur at the vertical feed section.
To prevent this, we have added three (3) new ribs to reinforce the Gear.

Parts Information

Old P/N	New P/N	Description	Qty (Old/New)	Intchangableability	Price
2BL93550	2BL93551	Parts, Vertical Feed Ass'y, SP	1/1	N/Y	$95.92
2BL06200	2BL06201	Gear, Z21-36 Feed	1/1	N/Y	$1.76

Ri 2530: J3027464 ~ above
Ri 3530: H3029989 ~ above
Ri 4030: N3002421 ~ above
FS-9500DN: XBG2X01716 ~ above
FS-9100DN: XBF2Z01433 ~ above

(OLD) **(NEW)**

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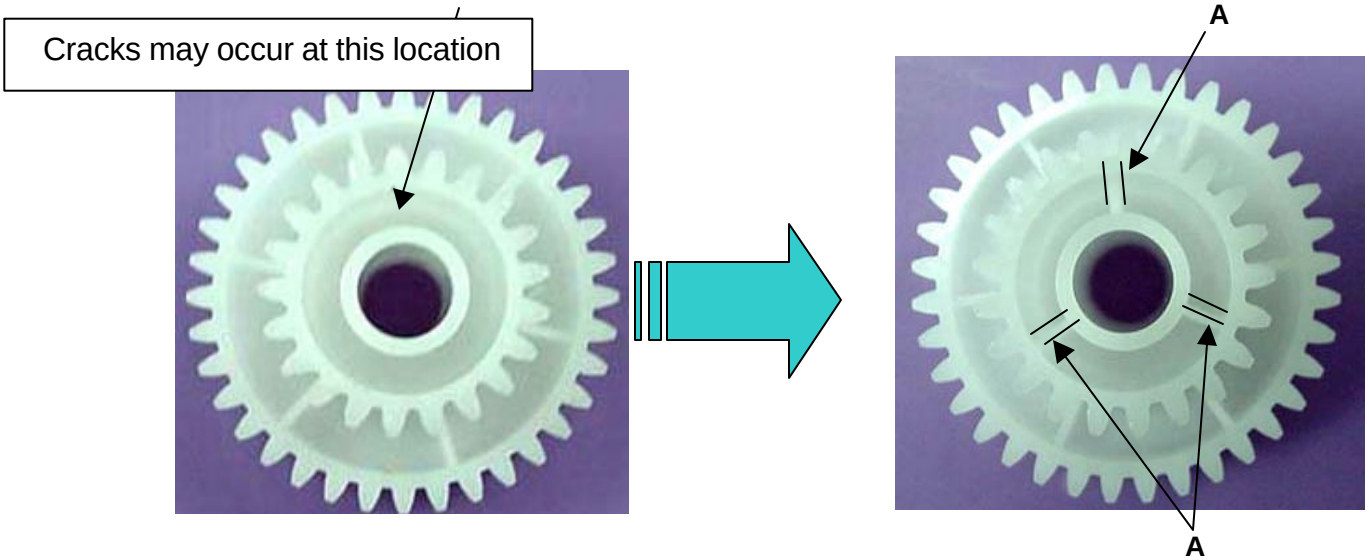


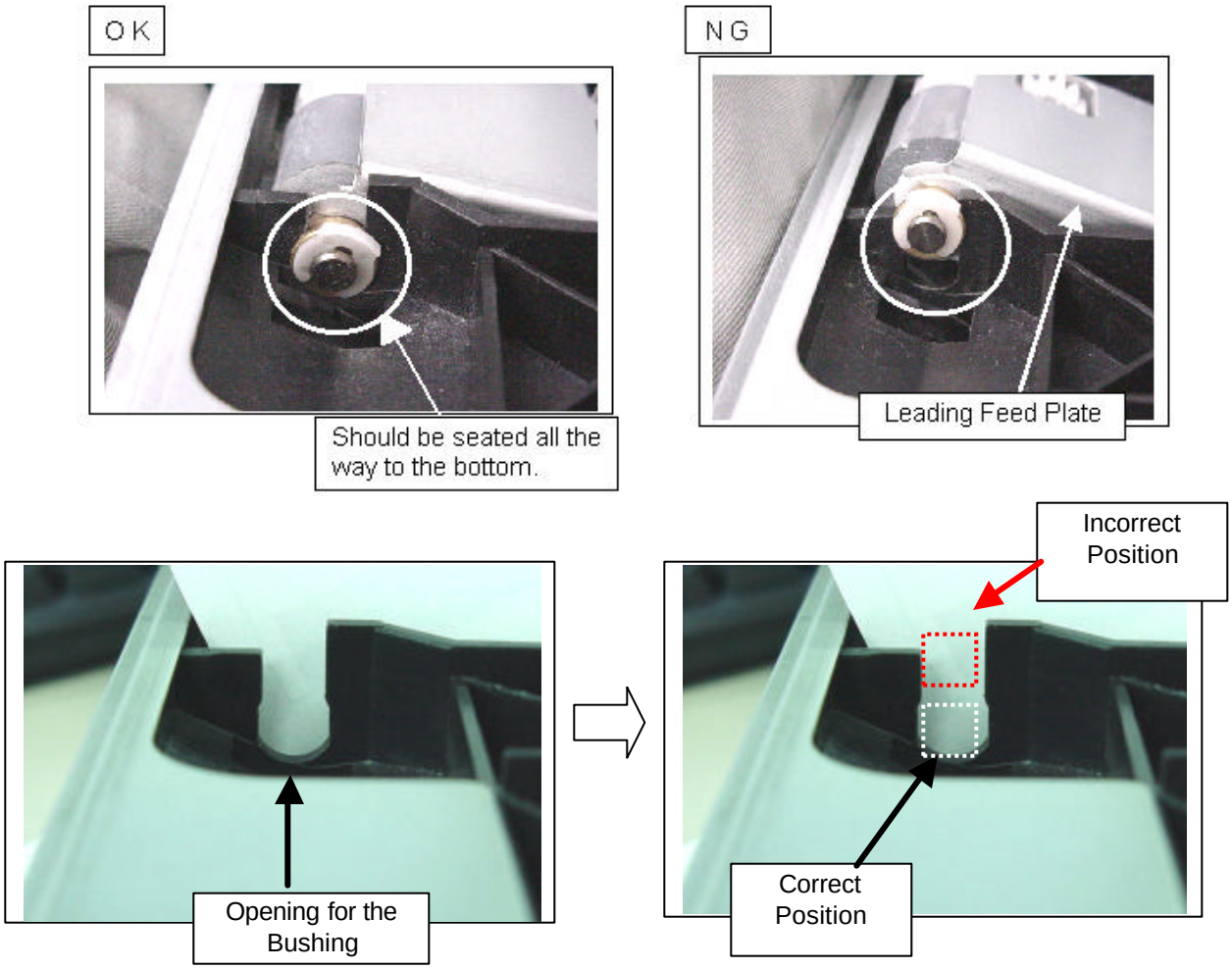
A: New ribs to be added.

Ri 2530/3530/4030/FS-9500DN/PF-70
Precaution when Replacing the Primary Paper Feed Ass'y, Paper Feed Pulley, Separation Pulley and/or Leading Feed Pulley

Please be sure that the Bushing for the Paper Feed Pulley Shaft is correctly inserted into the opening at the housing as shown in the picture below when replacing the Primary Paper Feed Ass'y (2BL00050) or its component parts, Paper Feed Pulley (2AR07220), Separation Pulley (2AR07230) and/or Leading Feed Pulley (2AR07240), during your maintenance service visit, etc.

If you find the Bushing incorrectly inserted to the opening at the housing, please remove the Bushing and then reinsert it from the side of the housing.

If the Bushing fails to be inserted all the way into the bottom of the opening at the housing, the Paper Feed Pulley may come into contact with the insert plate at the Primary Paper Feed Ass'y, causing the Leading Feed Plate to lock and fail to lift. As a result, the upper limit detection sensor for the Lift Plate fails to turn ON, allowing the lift motor to drive continuously and excessive load will be applied to the gear inside the motor. Damage to the Lift Motor may result.

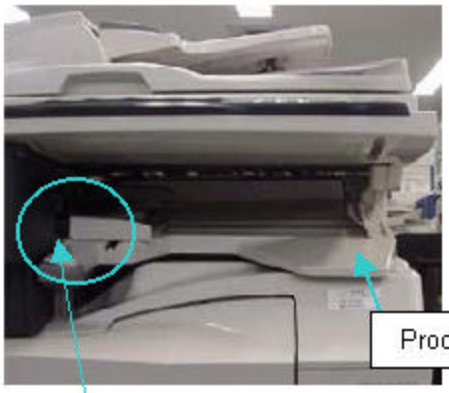


Ri 2530/3530/DF-78
Preventing Inner Process Tray Problem

When setting the Inner Process Tray, the Tray has a tendency to become shifted to the right. As a result, the Release Hook may fail to make close contact with the tray detection switch (Release Switch, P/N 3A627020), triggering a "Set process tray" message on the display.

The dimensions of the Release Hook have been changed to ensure detection of the Inner Process Tray by the Detection Switch.

(Before the Inner Process Tray is set)

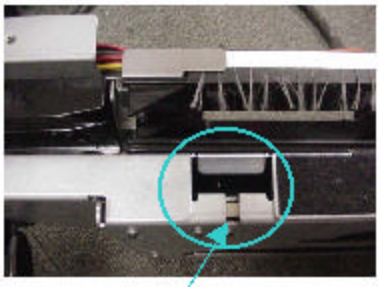


"Release Switch" and "Release Hook" comes in contact here.

(When the Inner Process Tray is set)

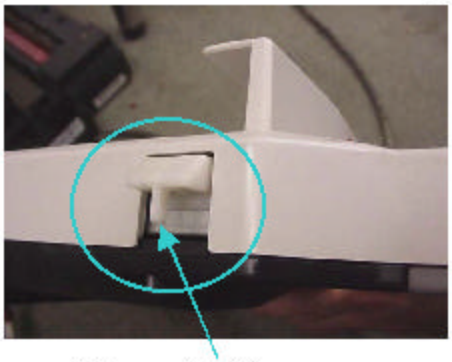
The Process Tray may tend to become shifted to the right direction, causing a poor contact between the Release Hook and the Detection Switch.

(Detection Switch area on Process Tray)



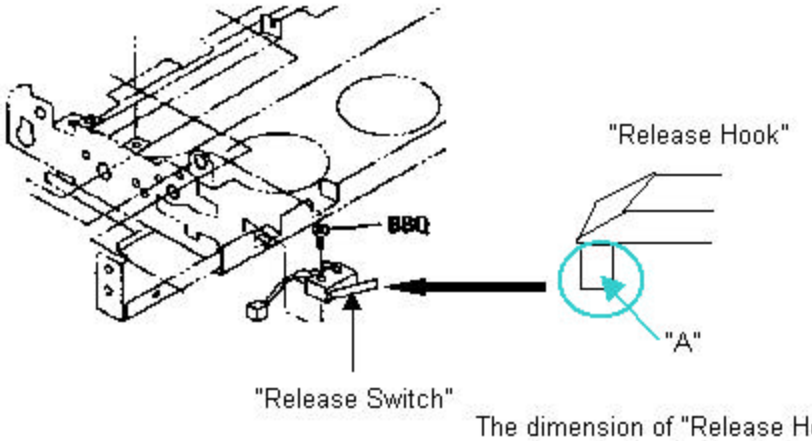
"Release Switch"

("Release Hook" area on Process Tray)



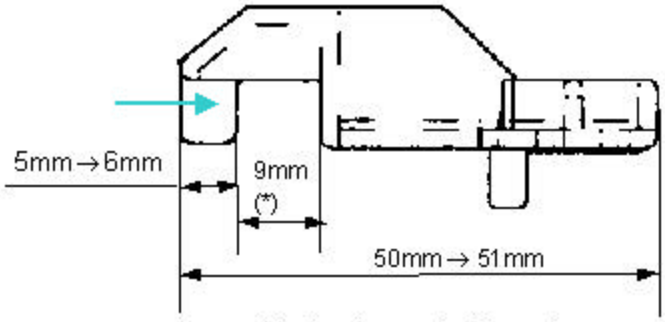
"Release Hook"
(Shown as "A" in the picture below)

Ri 2530/3530/DF-78
(Continued)



The dimension of "Release Hook" is changed as shown in the picture below so it will be securely engaged with "Release Switch".

Change in Dimension ("Release Hook")



(*) No change in dimension

Parts Information

Old Part Number	New Part Number	Description	Qty.	Interchangeability	Price
3B507130	3B507131	Release Hook	1/1	N/Y	.85

Ri 4530/5530
Measure for Dark Background Problem

Dark background on the copy or Error Code "C-5xxx" (Drum Surface Potential Related Malfunction), may trigger due to incorrect installation of the Potential Sensor. Please confirm the cause of the problem by performing SIM U904 (Checking/Clearing Service Call Count) whenever the problem occurs.

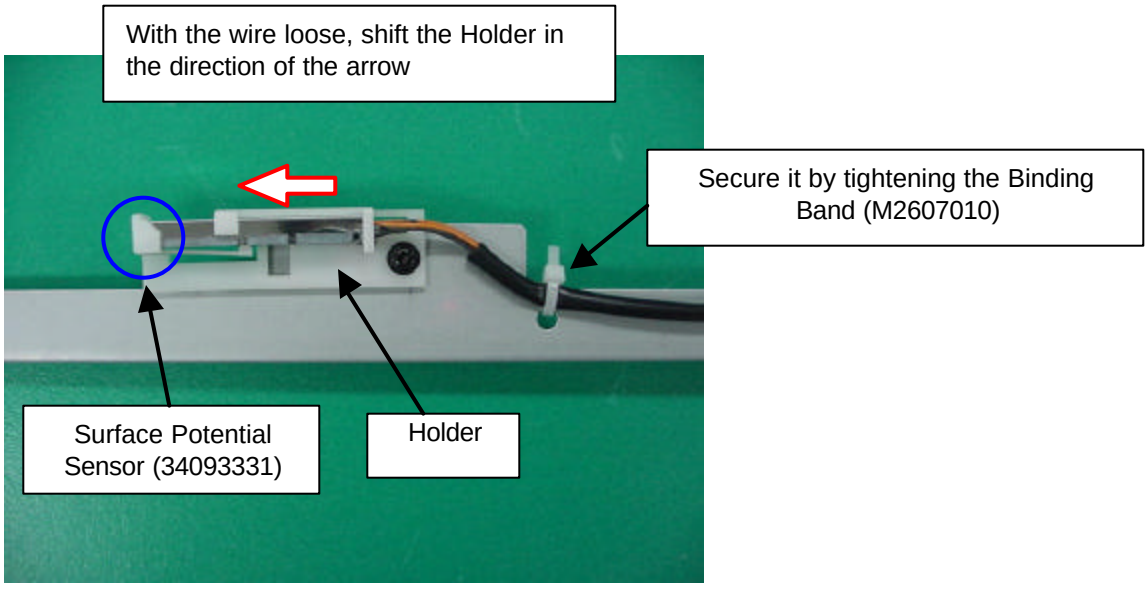
C-5300: Eraser problem.
C-5500/5510: Drum surface potential sensor problem. The C-code will not display on the operation unit and only the detection count will be internally recorded.
C-5600/5610: Drum surface potential problem. The C-code will not display on the operation unit and only the detection count will be internally recorded.

When the Potential Sensor Probe is incorrectly installed, it may affect the signal emission from the Sensor. When abnormal measurement occurs, a surface potential related problem will be detected; triggering C-5xxx. The detection will also be internally recorded.

If the abnormal emission occurs to the Sensor during the auto adjustment of the Surface Potential, the Main High Voltage output correction may fail to be correctly performed. This may lead to dark background on the copy.

Procedure

Loosen the Binding Band and shift the Potential Sensor Probe toward the rear section of the Holder (Ref. Arrow). Secure the Potential Sensor by tightening the Binding Band.


With the wire loose, shift the Holder in the direction of the arrow
Secure it by tightening the Binding Band (M2607010)
Surface Potential Sensor (34093331)
Holder

If the problem remains after adjusting the Sensor, please replace the Potential Sensor (P/N: 34093331).

Ri 4530/5530
Dark Background Problem (Continued)

Production Line

The Potential Sensor installation has been rechecked at the Factory from the serial numbers below. If the Sensor is removed in the field, be sure to reinstall it correctly.

Ri 4530: C3008359 ~ (From the middle of November 2002 production.)
Ri 5530: D3008252 ~ (From November 2002 production.)

Ri 4530/5530
Copy Tray Option

The Copy Tray for the Ri 5530 is an Option and must be ordered separately if necessary. It will no longer be included with the machine from Serial # D3004133. The Copy Tray will continue to be packaged with the Ri 4530.

Parts Information

Old Part Number	New Part Number	Description	Qty.	Interchangeability	Price
2A304190	----	Copy Tray	-/1	Y/-	$11.76

Ri 6230
Precaution when Replacing Hard Drive

If it is necessary to replace the HDD in the field, it is important to check the manufacturer and set the type of manufacturer in U336 accordingly. If not set correctly, you may not be able to format HDD.

The following are the (2) HDD Manufacturers for the Ri 6230.

SEAGATE
FUJITSU

SETTING PROCEDURE for Type of HDD Manufacturer

1. Run U336.
2. Change the setting using the up/down key.

Display	Content of Setting	Setting Range	Default Setting
DATA	Type of HDD	0 ~ 255	0

0 = SEAGATE (Default)
255 = FUJITSU

(1~254 are not in use.)

If you are formatting HDD due to a problem in the field, please follow the procedure as described below.

1. Open the machine front cover.
2. Run U906 (Reset partial operation control function).
3. Run U024 (Formatting HDD).
4. When initialization is completed, close the machine front cover.

(Note) Please be sure to leave the front cover open from the start of running U906 to exiting U024. If you close the front cover after executing the U906, the machine will check the HDD and a problem may be detected. As a result, a format error may trigger.

KM-C830/D

Calibration Procedure for KM-C830/D

By John Dernbach, Color Marketing Manager

1. Drum Refresh

A. Language > Copy Defaults > 6482 > Drum Refresh

2. Service Mode > 10871087 > #410 (Halftone Adjust Mode)

A. Engine Adjust > Enter
1. Density Adjust > Enter
2. Begin Auto Calibration > Enter (Now Calibrating)
3. Acquire Proper Data > Enter
4. Begin Auto Calibration > Start (Now Calibrating)
5. Stop/Clear (exit when finished) (returns to previous screen)

B. Continuation Adjust > Enter
1. Begin Auto Calibration > Start
2. Place output on glass (three boxes to left) > Start (unit scans in output)
3. Continue > Enter
4. Mix Output > Start (prints out from unit - 1 red bar)
5. Place output on copier glass > Start (unit scans the output)
6. Continue > Enter
7. Photo Output > Start (prints out from unit - 2 red bars)
8. Place output on copier glass > Start (unit scans the output)
9. Continue > Enter
10. Print Output > Start (prints out from unit - 3 red bars)
11. Place output on copier glass > Start (unit scans the output)
12. Continue > Enter
13. Begin Auto Calibration > Start ... when finished...
14. Stop/Clear to exit
15. Return to copy mode

Service #429 allows individual Mode Adjustment (for MIX, PHOTO, PRINT modes) of C-M-Y-K colors for that Mode. Used this to “dial in” a specific color that may be difficult to match off the glass, however it will affect all copies made using that Mode setting.

The Mode Selection (on copier user panel) does affect the color output. Use the correct Original Type Mode (Mix, TEXT, PHOTO, PRINT) for the type of original on the glass.

Set up Printing System P for KM-C830/D the same as FS-8000C:

1. Emulation > KPDL (AUTO) (for most applications)
2. Color
   a. RGB Simulation > choose either sRGB (preferred) or NONE
   b. Ink Simulation > NONE (change from default SWOP)
3. Image Quality
   a. KIR > On
   b. Eco Print > Off

Calibration Procedure for KM-C830/D (Continued)

c. Tone > Fine (must have additional RAM in printer board to print 11x17 & duplex in Fine 128 MB upgrade recommended for total printer RAM of 192 MB).

Use latest firmware for optimum results (available on DealerNet, upload via flashcard) (as of 7-22-02).

FS-8000C: 122.13 or Higher
KM-C830/D: 122.11 or Higher

Use latest printer drivers for optimum results (available from KMA Parts inventory or download via DealerNet).

KX Driver Disk Version 6.7. or Higher
KM-C830/D and FS-8000 KX Driver Version 1.9.1025. or Higher

FS-8000C/KM-C830/D
Relationship between Total Page Count and Additional Counts:

1. Total Page Count and Usage by Function (Pages)
   We have specified "<MeterRead>" as the XML tag name for the "Total Page Count".

   Total Page Count = Copies + Prints + Faxes

2. Total Page Count and "Usage by Color Mode (pages)"
   1) For black and white copy:
      When the Total Page Count is increased by one, Monochrome Copies (count) will be increased by one.
   2) For full color copy:
      When the Total Page Count is increased by four, Full Color Copies (count) will be increased by one.
   3) For single RGB color copy:
      When the Total Page Count is increased by two, Single Color Copies (count) will be increased by one.
   4) For single CMY color copy:
      When the Total Page Count is increased by one, Single Color Copies (count) will be increased by one.
   5) Sending a fax:
      When the Total Page Count is increased by one, Monochrome Faxes (count) will be increased by one.
   6) For black and white print:
      When the Total Page Count is increased by one, Monochrome prints (count) will be increased by one.
   7) For full color print:
      When Total Page Count is increased by four, Full Color Prints (count) will be increased by one.

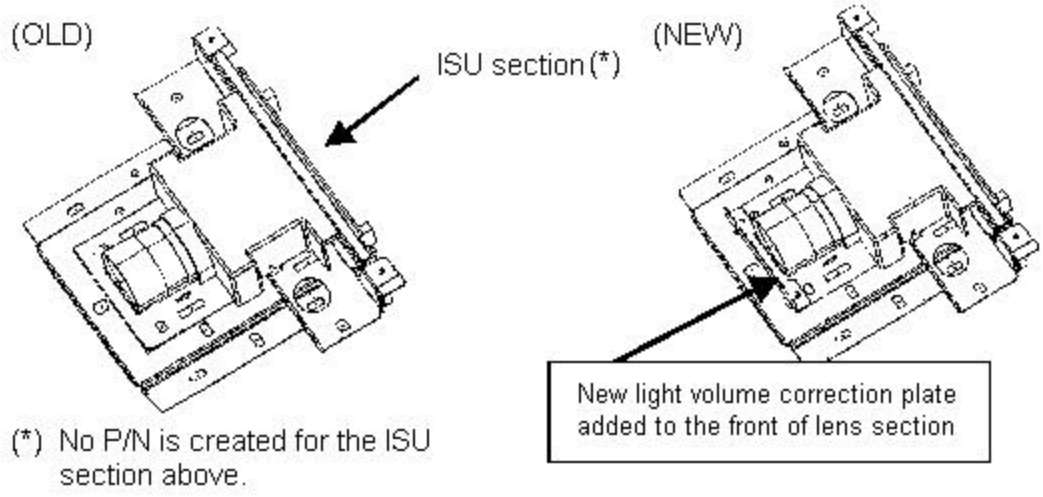
3. Total Page Count does not always match the count for Usage by Media size (sheets).
   The reason for this is that if you have a two-page document and make two copies using duplex, the Total Page Count is increased by two; however, the count for a Media size (sheets) will be increased by one.

KM-C830/D
Manufacturer Change to the Scanner Unit Ass'y

The manufacture of Scanner Unit Ass'y CCD has been changed for easier material supply operation. A new light volume correction plate has been added to the front section of the ISU lens.

We recommend that the Firmware Version be upgraded to the version listed in the chart below or Higher when replacing the "Scanner Unit Ass'y" or the copy density may tend to appear slightly lighter.

New external appearance of ISU
due to the change to CCD


(OLD)
ISU section (*)
(NEW)
New light volume correction plate added to the front of lens section
(*) No P/N is created for the ISU section above.

Parts Information

Old P/N	New P/N	Description	Qty (Old/New)	Interchangeability
2A600161	2A600162	Scanner Unit Ass'y	1/1	Y/Y

Firmware Information

F/W Information	Program No.	File Name (After decompression)	Check Sum
Software Main	2A62901**EQ**	P2A62901.EQ0	169C
Software Engine	2A62902**BM**	P2A62902.BM1	4774

The most current F/W can be downloaded from DealerNet.

KM-C830/D
Precaution When Removing/Inserting the Image Formation Section

Please be sure to first unplug the power cord before pulling the Image Formation Unit out or reinstalling it.

If this procedure is not followed, the data on the EEPROM mounted on the Drum PCB may become corrupted or the Black Toner Middle Hopper Sensor may become damaged, triggering an error code C0120 (Drum EEPROM read error) or C7301 (Intermediate toner hopper toner feed error).

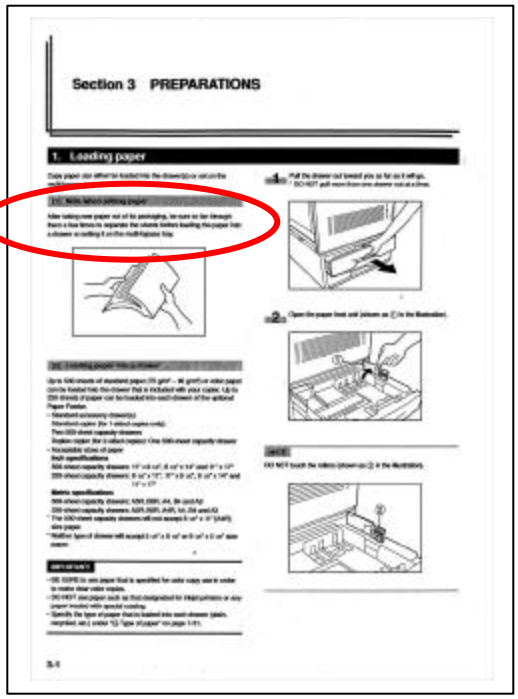
Electric current still runs through the Engine Section with the power cord plugged in, even if the Main Switch is turned OFF,. If the Image Formation Unit is pulled out or inserted in this condition, the electrical continuity between the Main Unit and the Image Formation Unit becomes abnormal. As a result, the EEPROM data may become corrupted and/or the Black Toner Middle Hopper Sensor may become damaged.

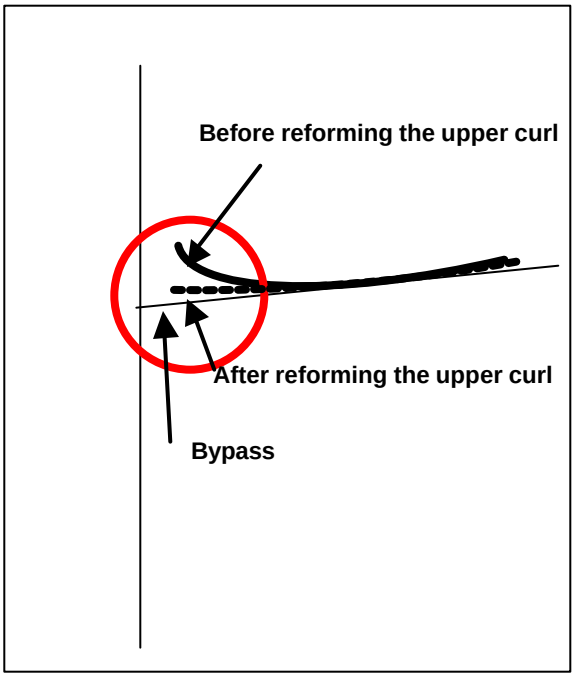
KM-C830/D
Precaution When Adding Paper to the Bypass Table

The Operation Guide instructs the user to separate the paper out of the package several times before setting the paper on the cassette (See Fig. 1 below) as a precaution when supplying the paper. Please remind the customer to follow this same procedure when setting the paper on the Bypass Tray.

If the lead edge of the paper has an upward curl, a paper misfeed may occur. Please correct the curl before setting the paper on the bypass tray. (See Fig. 2 as circled.)

If the paper is set on the Bypass Tray without separating, the result will be multiple Paper feed.





TECHNICAL BULLETINS AND DEALER LETTERS RELEASED SINCE THE LAST COPYSTAR FOCUS

Model	Date	Contents	Bulletin #
Ri 4530/5530	04/24/02	Countermeasure for DF-610/600 Main Board Failure	02
Ri 4530/5530	04/24/02	Countermeasure for DF-610/600 Main Board Failure	02
ALL	06/21/02	Kyocera Mita Digital Library CD-ROM Ver 6.52 (Upgraded KX Driver)	General 41
KM-4850w/P4850w/ P4845w/S4850w	07/01/02	Firmware Update for Enhanced Performance	02
Ri 2530/3530	07/11/02	Change to the Fixing Unit to Improve Efficiency	02
FS-9100DN/9500DN	07/11/02	Change to the Fixing Unit to Improve Efficiency	02
KM-C830/D	09/05/02	Maintenance Kit Compatibility Information	03
FS-8000C	09/05/02	Maintenance Kit Compatibility Information	02
FS-7000+/DP-2800+/ FS-9000/DP-3600	09/10/02	Availability of Service Kits for the FS-7000+/DP-2800+/FS-9000/DP-3600	General 42
Ri 4530/5530	09/17/02	Precaution when Handling LSU	03
Ri 4030	09/18/02	New Model Product Information	01
Ri 2530/3530/4530/ 5530/6330	10/04/02	Kyocera Mita Document Flow System	General 43
FS-1000+/1010/1800/ 1800+/3800/1900/ 9100/9500/8000C KM-C830/D/1500d/1800df/ 1530/2030/2530/3530/ 4530/5530/4030/6330	10/04/02	Introduction of IB-22 Wireless Network Card	General 44
Ri 6330	10/07/02	New Model Product Information	01
Ri 2530/3530/4030	10/18/02	Enabling Network Fax Capabilities and Machine Compatibility	03
HD-4	10/23/02	Measure to Prevent HD-4 Hard Disk Error 97	General 45
Ri 2530/3530/4030	12/05/02	Preventing Cassette Lift Motor Damage (Firmware Update)	04
Ri 4530/5530	12/19/02	Measure for Dark Background Problem	04

AUTHORIZED DEALER LETTERS

Ri 2530/3530/4030 Dealers	9/16/02	Ri 2530/3530/4030 Service and Parts Manuals
KM-C1530 Dealers	12/06/02	KM-C2030/C3130 Service and Parts Manuals
All Dealers	12/17/02	Northeast Regional Technical Manager Appointment

***** *All Information and Pricing Subject to Change without Notice.*